HAPMIS Customer Survey FY03

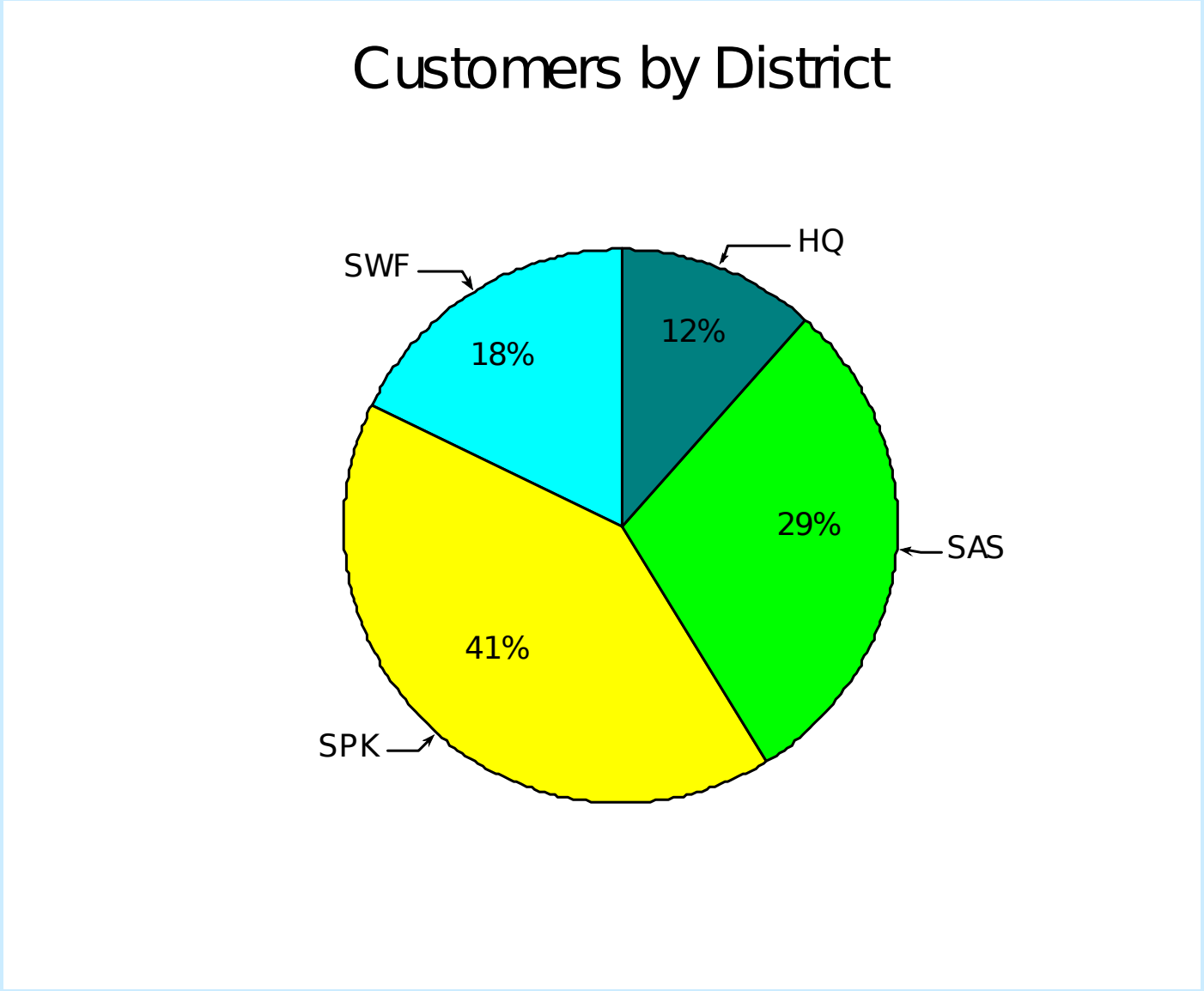
Prepared by U.S. Army Engineer District, Mobile

24 May 2004

HAPMIS Customer Survey FY03

- Sample size = 17
  - Population of Customers = 49
  - Return Rate = 35%
- Participants include
  - Sacramento (7 Customers)
  - Savannah (5 Customers)
  - Ft Worth (3 Customers)
  - Headquarters (2 Customers)

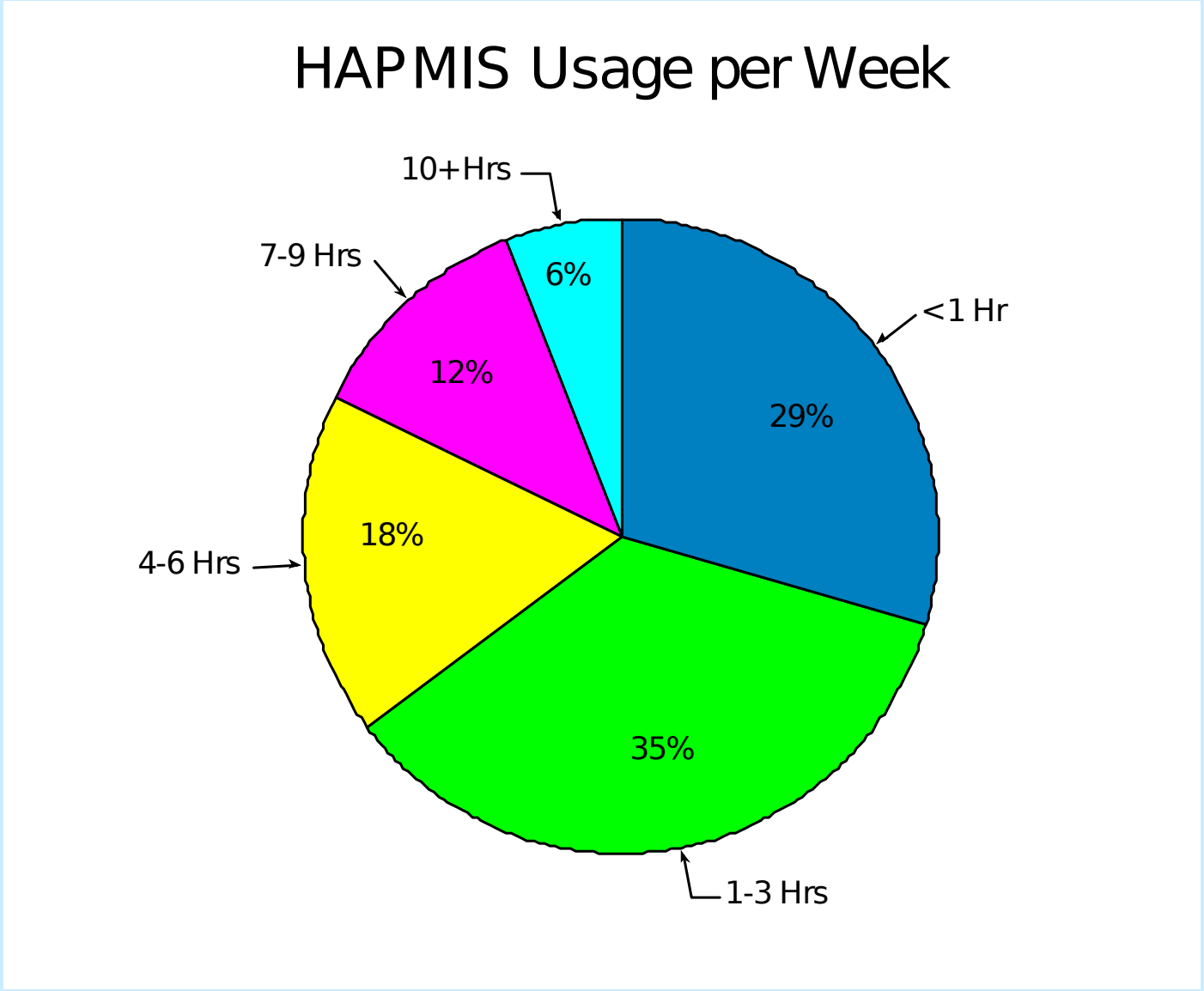
HAPMIS Customer Survey FY03



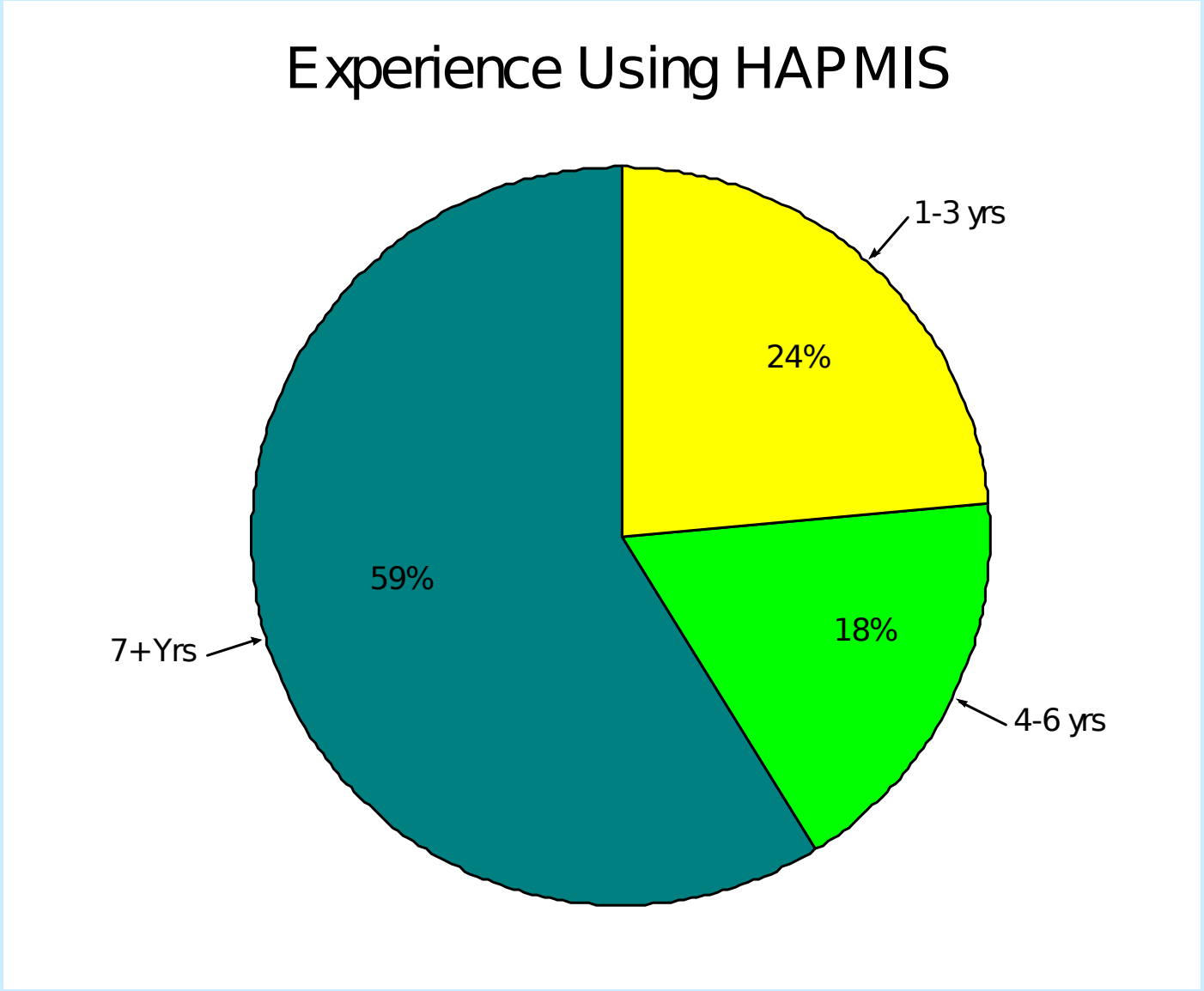
HAPMIS Customer Survey FY03

- Customer Usage
  - 29% Use HAPMIS < 1hr/wk
  - 35% Use HAPMIS 1- 3 hrs/wk
  - 35% Use HAPMIS 4 or more hrs/week
- Experience Using HAPMIS
  - 59% Have Used HAPMIS > 7 Yrs
- Grade Level
  - 59% GS 9-11

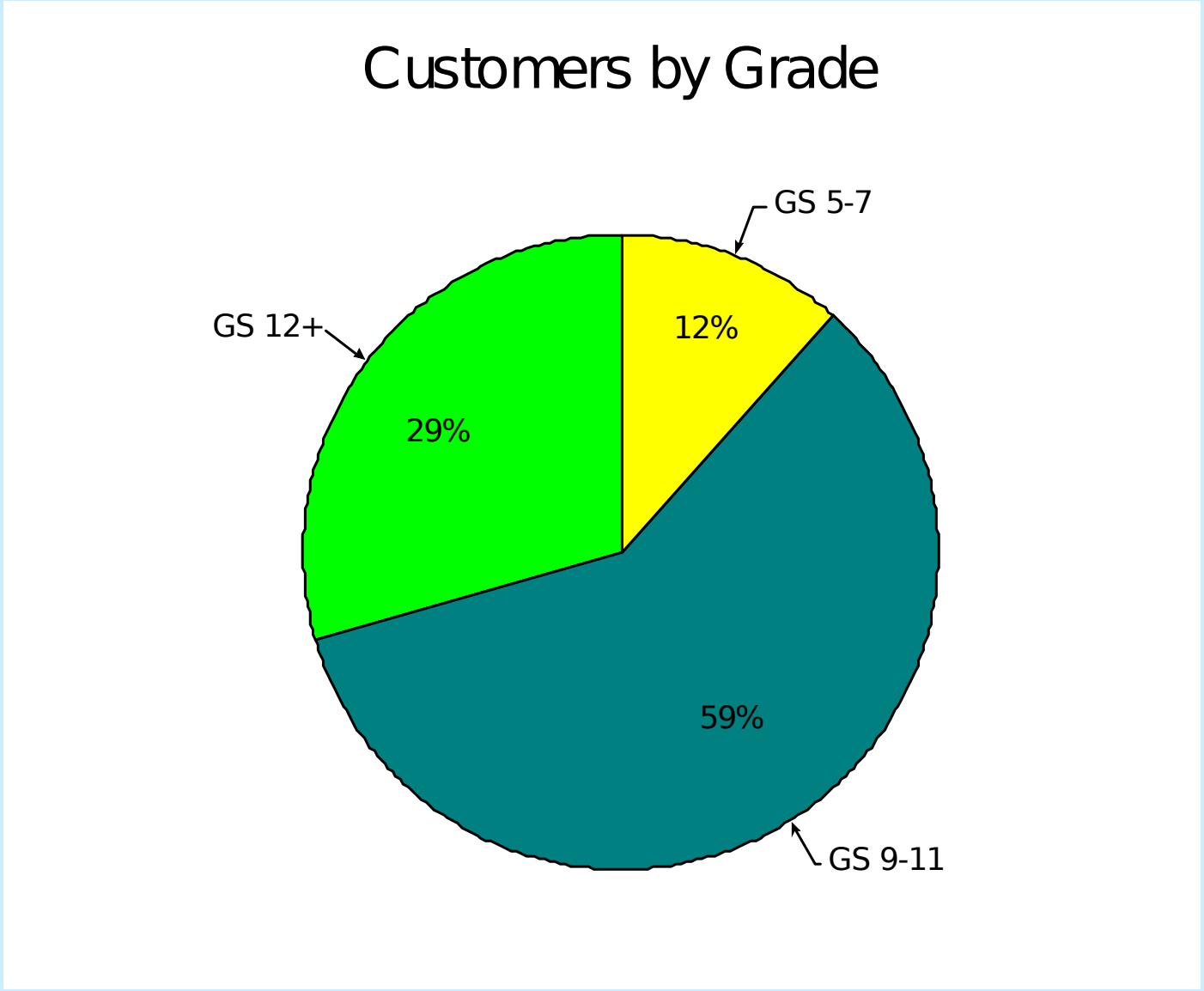
HAPMIS Customer Survey FY03



HAPMIS Customer Survey FY03



HAPMIS Customer Survey FY03



HAPMIS Customer Survey FY03

- HAPMIS Options Used
  - HAP/HAPMIS: 14 Customers (82%)
  - Mgmt Indicators: 7 Customers (41%)
  - Settlement Sheets: 6 Customers (35%)
- Number of Options Used
  - 1 Option: 29%
  - 2 Options: 35%
  - 3 Options: 29%

HAPMIS Customer Survey FY03

Options Used	#	%
HQ Options	2	11.76
Budget Options	4	23.53
HAP/HAPMIS	14	82.35
Mgmt Indicators	7	41.18
Appraisal Options	3	17.65
Settlemt Sheet	6	35.29

HAPMIS Customer Survey FY03 Satisfaction Ratings

- Items rated on scale of 1-5
  - 1=Very Low; 2=Low; 3=Mid-range / Non-committal; 4=High; 5=Very High

- For following discussion ratings of 1 & 2 reported as ‘Low Ratings’ and ratings of 4 & 5 reported as ‘High Ratings’

HAPMIS Customer Survey FY03 Satisfaction Ratings

- HAPMIS Survey Assesses:
  - 12 HAPMIS Program Features (S1-11, S18)
  - 4 Technical Support Items (S13-16)
  - 2 ‘Impact to Work’ Items (S12, S17)
  - Overall Satisfaction (S19)

HAPMIS Customer Survey FY03

- Highest Rated HAPMIS Feature
  - ‘Data Fields Adequately Identified’: 67% High Ratings
- Lowest Rated Feature
  - ‘User-Friendliness of HAPMIS’: 50% Low Ratings

HAPMIS Customer Survey FY03

- Impact on Work (Value of HAPMIS)
  - Increased Efficiency
    - Equal distribution of Low, High & Non-committal Ratings
  - Meeting Your Customer Needs
    - 23% Low Ratings
    - 39% Each High & Non-committal Ratings

HAPMIS Customer Survey FY03

- Technical Support
  - Accessibility of Hotline Service
    - 62% Positive Ratings
    - 0% Negative
  - Hotline Resolution of Problems
    - 54% Positive Ratings
    - 16% Negative

HAPMIS Customer Survey FY03

- Technical Support cont’
  - Tech Knowledge of Hotline Staff
    - 50% High Ratings
    - 0% Low
  - User Manual
    - 43% High Ratings
    - 0% Low

HAPMIS Customer Survey FY03 Overall Customer Satisfaction

- Bottom Line Indicator of Customer Satisfaction
- 25% High Ratings
- 38 % Low Ratings
  - 2nd Lowest Rated of ALL Items
  - Noncommittal = 38%
    - A critical subgroup that may migrate to positive/negative depending on future experience using HAPMIS

HAPMIS Customer Survey FY03
HAPMIS Features

	Low		Mid-range		High		Total	
HAPMIS Features	#	%	#	%	#	%	#	%
1. Data Fields	1	6.7	4	26.7	10	66.7	15	100.0
2. Menus	5	33.3	2	13.3	8	53.3	15	100.0
3.Screen Layout	2	13.3	5	33.3	8	53.3	15	100.0
4. HQ Reports	1	25.0	2	50.0	1	25.0	4	100.0
5. Budget Reports	1	14.3	5	71.4	1	14.3	7	100.0
6. HAP/HAPMIS Reports	3	21.4	6	42.9	5	35.7	14	100.0
7. Apprais Reports	0	0.0	1	100.0	0	0.0	1	100.0
8. MGMT reports	1	11.1	5	55.6	3	33.3	9	100.0
9. Settlemt Sheets	3	18.8	5	31.3	8	50.0	16	100.0
10. Detailed Data	1	7.7	6	46.2	6	46.2	13	100.0
11. Aggregate Data	3	23.1	5	38.5	5	38.5	13	100.0
18. User Friendly	8	50.0	5	31.3	3	18.8	16	100.0
19. Overall Satisfaction	6	37.5	6	37.5	4	25.0	16	100.0

HAPMIS Customer Survey FY03
Impact to Work

	Low		Mid-range		High		Total	
Impact to Work	#	%	#	%	#	%	#	%
12. Increased Efficiency	5	33.3	5	33.3	5	33.3	15	100.0
17. Satis Customer Needs	3	23.1	5	38.5	5	38.5	13	100.0

HAPMIS Customer Survey FY03
Technical Support

	Low		Mid-range		High		Total	
Tecnical Support	#	%	#	%	#	%	#	%
13. Access' of Hotline	0	0.0	5	38.5	8	61.5	13	100.0
14. Hotline Resolution	2	15.4	4	30.8	7	53.8	13	100.0
15. Hotline Staff	0	0.0	6	50.0	6	50.0	12	100.0
16. User Manual	0	0.0	4	57.1	3	42.9	7	100.0

HAPMIS Customer Survey FY03 Customer Comments

- 12 Customers Provided Comments
  - 7 Customers Suggested Changes to HAPMIS
  - 3 Made Positive Comments
  - 1 Negative Comment
  - 1 Contained both Positive & Negative Statements

HAPMIS Customer Survey FY03
Complete Text of Customer Comments

- **Rec#, District, Usage, Experience, Options Used,**
  - Comments & Recommended Changes
- **916, SAS, 4-6 Hr, 4-6 Yr, HAP,Mgmt, Settlemt**
  - Interface with CEFMS
- **917, SPK, 4-6 Hr,7 plus Yr, HAP, Mgmt, Apprais, Settlemt**
  - To be able to change the amount deposited in Applicants Suspense Account without having to delete all F&A data and reentering data from scratch (Liquidation).

Comments cont’

- **918, SAS, less than 1 Hr, 7 plus Yr, HAP, Mgmt, Apprais**
  - I use HAPMIS only when there is an active program that requires appraisals. Therefore I haven't used it in some time and cannot respond to your survey at this time. Previously, I had little problems with it and look forward to the positive improvements that should be forthcoming under this new arrangement. I do fail to understand why it is necessary to provide some of the information in Section #1 such as name (was known before survey form was sent to users); e-mail address (was also known); telephone etc (which is already in operating systems like Outlook address program and was probably used to generate the distribution of this survey)- Seems to be duplication of effort.
- **919, SPK, 1-3 Hr, 1-3 Yr, Budget, HAP**
  - I'm grateful that it's a user-friendly system. Your HAPMIS Support Staff is even friendlier. Thanks!

Comments cont’

- **921, HQ, 7-9 Hr, 7 plus Yr, HQ_Opt, Budget, HAP**
  - Time Spent using HAPMIS per week avg between 7 -9 during non-budget activities. During budget cycle 10+ hours per week. Headquarters and budget reports can be improved by the consolidation of reports that was lost by [the] move into HAPMIS-NT. Quarterly resale consolidation is needed. Several consolidation budget reports is needed such as combine data from districts to roll up to one site - Hq., Total budget Requirements, Total Service Requirements. Total BRAC and Non-BRAC requirements, just to name a few. These are reports that were available in the old system. The reports make the analyst business easy to meet customer’s requirements.

Comments cont’

- **926, SAS, 1-3 Hr, 7 plus Yr, HAP, Mgmt, Settlemt**
  - Item 16. Received HAPMIS NT Release notes. Is this what the survey refers to as a Manual?
  - Enjoy working with Rhonda. She is most capable and always willing to help.
  - Web-based program lacks the flexibility of the Oracle Version. NT won't accept manual input of dates without the - dashes in between the day-month-year. In some instances, user must wait on input from Mobile prior to entering required data. For example, user must contact Mobile rep/Hotline for applicants who apply using addresses outside the US. The Zip Codes (outside the US) are not in the system and user must wait until the Mobile contact verifies and loads the required code before being able to select from the LOV to enter the applicant's address. User should have ability to input required data upon receipt and without delay. Would like to have the cursor appear at the proper location when "Enter Values for Current Installation" in the selection "ENTER THE ARLOC".

Comments cont’

- **930, SWF, 4-6 Hr, 7 plus Yr, HAP, Settlemt**
  - HAPMIS-NT is quite an improvement from the old HAPMIS.
    I have not had a problem with the operation of HAPMIS-NT. If there is a problem, I have been able to get immediately assistance from Greg and Rhonda. I am quite pleased thus far.
  - The features I requested to be changed/or added were completed by Greg and Rhonda. I had requested that a entry be installed to show the amount of days it was taking to receive an appraisal and title policy. This was completed.
  - **931, SPK, 7-9 Hr, 7 plus Yr, HAP, Mgmt Settlemt,**
    - Never received a user manual.
      The system is too slow. It was much easier to navigate through the old system.
      Need to be able to make changes to the settlement sheet under GA. We now must delete everything and re-input when there are changes in costs.
  - **932, SWF, 1-3 Hr, 7 plus Yr, Budget, HAP,**
    - HAPMIS-NT is an improvement from the old HAPMIS. If I have a problem I get in contact with Rhonda or Roger.

Comments cont’

- **935, SPK, 10 plus Hr, 7 plus Yr, HAP**
  - Need complete application number in Mgmt and Resale Action Code screen and on printouts. Sometimes it is necessary to cross reference, not having complete application number available necessitates lengthy searching process.

- **936, SAS, 1-3 Hr, 7 plus Yr, HAP, Mgmt**
  - HAPMIS-NT needs to be interfaced with CEFMS. P2 is headed our way. Currently we are still making double entries and now it appears we will be entering data three times, therefore increasing processing times and decreasing productively.
    BRAC 2005 will be here soon and this system needs to be ready.
    If there is a HAPMIS user Manual I'm unaware of it.
    The budget modules do not roll up correctly. The fields are ok but to navigate between years is difficult.
  - The zip code should be an optional. It takes too much time to use if you know the code.
    PS report 408p should pull up all applications w/o having to enter numbers. Enter applications numbers only if you do not want all applications reported.
    The reports are not consistent. I’m still not happy with having to use the tab key instead of the enter key because it is too time consuming.

Comments cont’

- **937, SAS, less than 1 Hr, 4-6 Yr, Budget,**
  - Interfacing with CEFMS is a MUST, double entries are very time consuming and waste taxpayers time and money. Savannah District never received HAPMIS-NT Manual. Budget Modules do not roll-up correctly. Navigation between fiscal years is difficult and confusing. Budget screens need to be easier to read and numbers need to rollup correctly so that errors do not occur.

HAPMIS Customer Survey FY03
Ratings Details

	Very Low		Low		Mid-range		High		Very High		Total	
Item	#	%	#	%	#	%	#	%	#	%	#	%
Data Fields	0	0.0	1	6.7	4	26.7	6	40.0	4	26.7	15	100.0
Menus	2	13.3	3	20.0	2	13.3	6	40.0	2	13.3	15	100.0
Screen Layout	1	6.7	1	6.7	5	33.3	6	40.0	2	13.3	15	100.0
HQ Reports	1	25.0	0	0.0	2	50.0	1	25.0	0	0.0	4	100.0
Budget Reports	0	0.0	1	14.3	5	71.4	1	14.3	0	0.0	7	100.0
HAP/HAPMIS Reports	1	7.1	2	14.3	6	42.9	4	28.6	1	7.1	14	100.0
Apprais Reports	0	0.0	0	0.0	1	100.0	0	0.0	0	0.0	1	100.0
MGMT reports	0	0.0	1	11.1	5	55.6	2	22.2	1	11.1	9	100.0
Settlemt Sheets	0	0.0	0	0.0	3	37.5	4	50.0	1	12.5	8	100.0
Detailed Data	1	7.7	0	0.0	6	46.2	6	46.2	0	0.0	13	100.0
Aggregate Data	2	15.4	1	7.7	5	38.5	5	38.5	0	0.0	13	100.0
Increased Efficiency	2	13.3	3	20.0	5	33.3	5	33.3	0	0.0	15	100.0
Access' of Hotline	0	0.0	0	0.0	5	38.5	6	46.2	2	15.4	13	100.0
Hotline Resolution	0	0.0	2	15.4	4	30.8	5	38.5	2	15.4	13	100.0
Hotline Staff	0	0.0	0	0.0	6	50.0	4	33.3	2	16.7	12	100.0
User Manual	0	0.0	0	0.0	4	57.1	3	42.9	0	0.0	7	100.0
Satis Customer Needs	1	7.7	2	15.4	5	38.5	4	30.8	1	7.7	13	100.0
User Friendly	2	12.5	6	37.5	5	31.3	2	12.5	1	6.3	16	100.0
Overall Satisfaction	1	6.3	5	31.3	6	37.5	3	18.8	1	6.3	16	100.0